लॉन और बगीचे का क्षेत्रफल	— 2328 वर्ग मी०
स्टाफ क्वार्टरों की संख्या	— कुछ नहीं (बहरहाल साथ में 2 आउट हाउस हैं।)
गैराज की सं०	— एक

नीमच से रतलाम तक मीटर लाइन का बदला जाना

4257. **श्री बालकवि बैरागी:** क्या रेल मंत्री यह बताने की कृपा करेंगे कि:

(क) क्या नीमच से रतलाम (प०रे०) तक मीटर लाइन को बड़ी लाइन में बदलने का निर्णय ले लिया गया है;

(ख) यदि हां, तो इस मार्ग की कुल लंबाई कितने किलोमीटर है और इस पर कुल कितनी धनराशि खर्च होगी;

(ग) इस संबंध में प्रगति की स्थिति क्या है और उपरोक्त कार्य को पूरा करने में कितने वर्ष लगेंगे; और

(घ) इस उद्देश्य के लिए इस वर्ष के बजट में कितनी धनराशि स्वीकृत की गई है?

रेल मंत्रालय में राज्य मंत्री और संसदीय कार्य मंत्रालय में राज्य मंत्री तथा योजना और कार्यक्रम कार्यान्वयन मंत्रालय में राज्य मंत्री (श्री राम नाइक): (क) जी हां।

(ख) इस लाइन की लम्बाई 135 कि०मी० है और इस लाइन के आमान परिवर्तन की स्वीकृत लागत 116.7 करोड़ रुपये है।

(ग) बड़े पुलों जैसे दीर्घ कालिक मदों के कार्य प्रगति पर है। इस लाइन के नौवीं योजना के अंत तक अर्थात् मार्च 2002 तक पूरा करने का लक्ष्य है बशर्ते कि संसाधन उपलब्ध हों।

(घ) 10 करोड़ रुपये।

Total KMs of M.G. Railway Line Converted into B.G.

4258. SHRI SANJAY NIRUPAM: Will the Minister of RAILWAYS be pleased to state:

(a) the total KMs. of metre gauge railway line which have been converted into broad gauge line during the last five years;

(b) the length of metre gauge line which is yet to be converted into broad gauge; and

(c) the target date for gauge conversion of all the metre gauge lines in the country?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS AND THE MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS AND THE MINISTER OF STATE IN THE MINISTRY OF PLANNING AND PROGRAMME IMPLEMENTATION (SHRI RAM NAIK): (a) 6393 kms. of MG/NG lines have been converted to BG in the last 5 years. (1993-94 to 1997-98).

(b) As per the Action Plan, 11515 kms. out of the remaining MG/NG lines have been identified for conversion to BG. Of these, 840 kims. are planned to be converted in the current financial year.

(c) It is not proposed to convert all the MG lines in the country.

Separate Corporation for Mumbai Suburban Railway

4259. SHRI SANJAY NIRUPAM: Will the Minister of RAILWAYS be pleased to state:

(a) whether a separate Corporation has been set up for Mumbai Suburban Railway;

(b) if so, the details in this regard;

(c) if not yet, when it is likely to be set up;

(d) the details as to how the Mumbai suburban passengers will be benefited by this new Corporation; and

(e) the details of sharing of revenue of the new Corporation between State Government and Central Government?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS AND THE MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS AND THE MINISTER OF STATE IN THE MINISTRY OF PLANNING AND PROGRAMME IMPLEMENTATION (SHRI RAM NAIK):

(a) No, Sir.

(b) Does not arise.

(c) The name of the corporation has already been registered as Mumbai Railway Vikas Corporation (MRVC). The process of setting up of the corporation has been initiated after signing of the Memorandum of Understanding (MOU) between Indian Railways and Government of Maharashtra on 26.5.1958.

(d) The Corporation is being set up to develop coordinated plans and implement the rail infrastructure projects, undertake commercial development of Railway land and airspace, coordinate with organisation operating the train services and responsible for protection of railways right of way and urban development of purposeful resolution of allied issues and problems. This would result in augmenting the capacity and efficiency of the suburban Rail system. This would also help in containing growing congestion on roads and resultant environmental pollution, and also reduce the dense crush load during peak hours on suburban trains.

(e) Sources of funds of the new Corporation will be form:—

(i) Revenue from commercial development of railway land and air space.

(ii) Budgetary support from Government of Maharashtra and Indian Railways.

(iii) Borrowings to be decided with mutual consent of Government of Maharashtra and Indian Railways.

(iv) Surcharge to be levied on commuters from a date to be mutuall agreed to between Government of Maharashtra and Indian Railways.

Proposal to set up Customer care unit

4260. DR. D. VENKATESHWAR RAO: Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways have proposed to set up customer care unit;

(b) if so, the details thereof; and

(c) when would the unit start functioning?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS AND THE MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS AND THE MINISTER OF STATE IN THE MINISTRY OF PLANNING AND PROGRAMME IMPLEMENTATION) (SHRI RAM NAIK): (a) Yes, Sir.

(b) and (c) In order to bring about an attitudinal change in the behaviour of the frontline staff coming in contact with travelling public, Railways have been making serious efforts in this area almost on regular basis. For this purpose, various seminars are organised for Cutomer Care and Courtesy by the Zonal Railways by associating professionals in this field from Management Institutes and Universities. For making a formal institutionalised arrangement, it has recently been decided to set up Customer Care Institute on Northern Railway for conducting courses for frontline staff. For this purpose, experts from Management Institute & Universities etc. will be associated and curriculum will be so organised that the frontline staff is exposed to state-of-the-art technology also. Action for setting up the Institute is underway.